

FOCUS ON EXCELLENCE OPERATOR SKILL SURVEY

DATE: _____

OPERATOR: _____

ROUTE: _____

SUPERVISOR: _____

BUS NO. _____

SCALE

UNSATISFACTORY	FAIR	AVERAGE	GOOD	EXCELLENT
1	2	3	4	5

PULLING OUT / EXITING TRAFFIC	
Signal Use	
Clear Lane of Traffic	
Traffic Observation	
Smooth Acceleration	
Use of Mirrors	
Comment	
FOLLOWING OTHER VEHICLES / BEING OVERTAKEN	
1000 & 4 Rule – following distance	
Within Speed Limit	
Surveying the Road	
Proper Distance Behind Stopped Cars	
Use of Mirrors	
Comment	
INTERSECTIONS	
Reduces Speed	
Surveys Road (left/right/left)	
Yields Right-of-way	
Takes Right-of-way	
Smooth Handling	
Counts to 3 before accelerating	
Foot Over The Brake	
Comment	
CHANGING LANES / MERGING LANES	
Aggressive Driving	
Use of Mirrors	
Smooth Operation	
Following Distance	
Comment	

RIGHT TURNS / LEFT TURNS	
Signal Use	
Use of Mirrors	
Smooth Handling	
Proper Lane Usage	
Comment	
SERVICE STOPS	
Emergency Flashers in Advance	
Smooth Stop	
Pulls to Curb	
Uses Kneeler	
Time Points	
Comment	
SAFETY PERFORMANCE	
Drifting through Stop Signs	
Running red lights	
Excessive Speed/School Zone	
Aggressive Driving	
Seat Belt	
Proper Hand Position (9&3)	
comment	
PROCEDURES AND POLICIES	
Radio Usage	
Calls Stops	
Correct Sign Change & Location	
Correct Farebox Setting / Procedures	
Driver's Area Clean	
Proper Uniform	
Complies with Work Rules	
On time for relief	
Comment	

ATTITUDE	
Courteous and Helpful with Customers	
Patient with Customers	
Courteous to Other vehicles	
Interaction With Co-Workers	
Interaction With Supervisors	

Comment

OVERALL DRIVER PERFORMANCE			
Surveying the Road		Smooth Handling	
Smooth Braking		Speed Control	
Smooth Accelerating		Driver Attitude	

WEAKNESSES / STRENGTHS	

Revised 7/1/2006

EMPLOYEE:_____

TO IMPROVE YOUR JOB SKILLS, PLEASE RATE YOUR COMPETENCY IN THE FOLLOWING AREAS: (1 BEING POOR – 5 BEING EXCELLENT)	
• Defensive Driving	1 - 2 - 3 - 4 - 5
• Passenger Assistance for People with Disabilities	1 - 2 - 3 - 4 - 5
• Customer Service	1 - 2 - 3 - 4 - 5
• Dealing with Difficult Customers	1 - 2 - 3 - 4 - 5
• Stress Management	1 - 2 - 3 - 4 - 5
• Emergency Procedures	1 - 2 - 3 - 4 - 5

COMMENTS

Developed: 7/99